

STATE OF NORTH CAROLINA  
UTILITIES COMMISSION  
RALEIGH

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DOCKET NO. P-974, SUB 3  
DOCKET NO. P-100, SUB 133C

✓ BEFORE THE NORTH CAROLINA UTILITIES COMMISSION

DOCKET NO. P-974, SUB 3

In the Matter of  
Petition of Global Connection Inc. of  
America for Approval of Proposed Service  
Discontinuance, Cancellation of  
Telecommunications Authority, and  
Relinquishment of ETC Designation

DOCKET NO. P-100, SUB 133C

In the Matter of  
Designation of Carriers Eligible for  
Universal Service Support

ORDER GRANTING PETITION  
TO DISCONTINUE SERVICE  
AND CANCELING  
DESIGNATION AS ELIGIBLE  
TELECOMMUNICATIONS  
CARRIER

BY THE COMMISSION: On October 19, 2000, in Docket No. P-974, Sub 0, the Commission granted Global Connection Inc. of America (Global or the Company), a certificate of public convenience and necessity to provide intrastate local exchange and exchange access telephone service as a competing local provider (CLP).

On April 26, 2010, in Docket No. P-100, Sub 133C, the Commission issued an Order designating Global as an eligible telecommunications carrier (ETC) in its designated service area in North Carolina to receive federal universal service support solely for the purpose of providing Lifeline/Link-Up service to eligible low-income subscribers.

On November 26, 2019, Global filed a petition with the Commission in Docket No. P-974, Sub 0, and Docket No. P-100, Sub 133C requesting that it be permitted to discontinue the provision of telephone service in North Carolina. On January 15, 2020, Global refiled the petition in Docket No. P-974, Sub 3. In its petition, Global states that it is also registered to provide interexchange service in the State; however, the Commission has not issued Global a certificate of public convenience and necessity to provide interexchange service in North Carolina.

On January 28, 2020, the Public Staff filed its comments on Global's petition for service termination. The Public Staff notes that Global states in its petition that its strategic business plans in North Carolina do not include the continued provision of wireline

telecommunications services. The Public Staff comments that Global notes that all affected customers were sent notice on November 25, 2019, by first-class mail, of the Company's intent to discontinue service, and were advised to make arrangements with another carrier in order to avoid loss of service. The Public Staff notes that the notice also provided customers with a toll-free telephone number to reach Global service representatives for assistance. Therefore, the Public Staff observes, all customers should have received at least 60-days' advance notice in order to choose a new telecommunications service provider.

The Public Staff further notes that Global states that within seven days of Commission approval of its petition, it would comply with the requirements of Commission Rules R21-2(f) and (g) by posting on its website information designed to assist customers and other carriers with the transition and filing with the Commission a spreadsheet containing the customer information specified in Commission Rule R21-2(g).

The Public Staff recommends the following:

- That Global be allowed to terminate its provision of local exchange and exchange access service beginning on February 1, 2020, through February 29, 2020;
- That Global's ETC designation be canceled on February 29, 2020;
- That Global be informed of the need to continue to file any necessary reports so long as its certificate remains active and in force;
- That Global be required to notify the Commission when the proposed provision of notice and termination of services is complete, and that the Commission cancel the CLP certificate upon discontinuance of telecommunications services;
- That the incumbent local exchange carriers be notified of Global's certificate cancellation; and
- That the Commission inform the Universal Service Administrative Company that Global (Study Area 239021 and Service Provider Identification Number 143034313) ~~will no longer be designated as an ETC in North Carolina after February 29, 2020.~~

After carefully reviewing the Company's petition and the comments of the Public Staff, the Commission finds good cause to allow Global to terminate its provision of local exchange and exchange service and that its ETC designation be canceled.

IT IS, THEREFORE, ORDERED as follows:

1. That Global shall be allowed to terminate its provision of local exchange and exchange access service beginning on February 1, 2020, through February 29, 2020;
2. That Global's ETC designation is hereby canceled on February 29, 2020;

3. That Global shall continue to file any necessary reports so long as its certificate remains active and is in force;

4. That Global shall notify the Commission when the proposed provision of notice and termination of services is complete;

5. That Global's certificate of public convenience and necessity shall be canceled by further order of the Commission upon receipt of the aforementioned notice of termination of services;

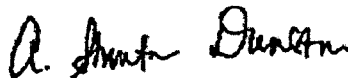
6. That once the Commission issues an order canceling Global's certificate of public convenience and necessity, the Chief Clerk shall notify incumbent local exchange carriers of Global's certificate cancellation; and

7. That the Commission shall inform the Universal Service Administrative Company that Global (Study Area 239021 and Service Provider Identification Number 143034313) will no longer be designated as an ETC in North Carolina after February 29, 2020.

ISSUED BY ORDER OF THE COMMISSION.

This the 30th day of January, 2020.

NORTH CAROLINA UTILITIES COMMISSION



A. Shonta Dunston, Deputy Clerk